BCS Global Limited Warranty and Technical Support

HP Part Number: 5900-2645
Published: December 2012
Edition: 7

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1 BCS Global Limited Warranty and Technical Support

Hardware limited warranty

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This Limited Warranty is applicable in all countries and may be enforced in any country or region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. Your local HP authorized service provider can provide you with details.

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Customer responsibilities

To enable HP to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the HP Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run HP diagnostics and utilities, and implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
- Allow HP to keep resident on your systems or sites certain system and network diagnosis and maintenance tools to facilitate the performance of warranty support (collectively referred to as "Proprietary Service Tools"); Proprietary Service Tools are and remain the sole and exclusive property of HP. Additionally, you will:
    - Use the Proprietary Service Tools only during the applicable warranty period and only as allowed by HP
    - Install, maintain, and support Proprietary Service Tools, including any required updates and patches
    - Provide remote connectivity through an HP-approved communications line, if required
    - Assist HP in running the Proprietary Service Tools
    - Use the electronic data transfer capability to inform HP of events identified by the software
    - Purchase HP-specified remote connection hardware for systems with remote diagnosis service, if required
    - Return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools upon termination of warranty support
    - Not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools

  In some cases, HP may require additional software such as drivers and agents to be loaded on your system in order to take advantage of these support solutions and capabilities.
- Use HP remote support solutions where applicable. HP strongly encourages you to use available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements.
- Cooperate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
- Make periodic backup copies of your files, data, or programs stored on your hard drive or other storage devices as a precaution against possible failures, alteration, or loss. Before returning any HP Hardware Product for warranty support, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Maintain a procedure to reconstruct your lost or altered files, data, or programs that is not dependent on the HP Hardware Product under warranty support.
- Notify HP if you use HP Hardware Products in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require you to maintain such products under HP supervision and may postpone warranty service until you remedy such hazards.
- Perform additional tasks as defined within each type of warranty service listed below and any other actions that HP may reasonably request in order to best perform the warranty support.

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Types of hardware warranty service

Listed below are the types of warranty services that may be applicable to the HP Hardware Product you have purchased. For more details, refer to the "Limited warranty period" (page 8) section.

Customer self repair

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.
- Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Parts only warranty service

Your HP Limited Warranty may include a parts only warranty service. Under the terms of parts only service, HP will provide replacement parts free of charge. If HP carries out the repair, labor and logistics costs are at your expense.

Advanced unit replacement warranty service

Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit.

On-site warranty service

Your HP Limited Warranty may include an on-site warranty service. Under the terms of on-site service, HP may, at its sole discretion, determine if a defect can be repaired:

- Remotely
- By the use of a CSR part
- By a service call at the location of the defective unit

If HP ultimately determines that an on-site service call is required to repair a defect, the call will be scheduled during standard office hours unless otherwise stated for the HP Hardware Product you purchased. Standard office hours are typically 08:00 to 17:00, Monday through Friday, but may vary with local business practices. If the location of the defective unit is outside the customary service zone (typically 50km), response times may be longer or there may be additional charges.

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To locate the nearest HP authorized service provider, refer to the HP website at http://www.hp.com/support.

In order to receive on-site support, you must:

- Have a representative present when HP provides warranty services at your site
- Notify HP if products are being used in an environment which poses a potential health or safety hazard to HP employees or subcontractors
- Subject to its reasonable security requirements, provide HP with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by HP to provide timely support
- Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible
- Maintain an environment consistent with product specifications and supported configurations

Service upgrades

HP has a range of additional support and service coverage for your product that can be purchased locally. However, some support and related products may not be available in all countries. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP website at http://www.hp.com/support.

Limited warranty period

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

- HP online support includes a variety of self-help tools, troubleshooting assistance, and access to the patch database, firmware/software update packages, and documentation. For more information, see http://www.hp.com/support or http://www.itrc.hp.com.
- Technical phone support provides hardware warranty troubleshooting and issue resolution. For more information see http://www.hp.com/support.
- Warranty information in the tables that follow reflects base hardware warranty offerings. Enhancements to the base hardware warranty might be included with your HP Hardware Product. You can purchase HP Care Pack Services to upgrade your base hardware product warranty. For details, consult the product specifications at http://www.hp.com.
- If a server product is not covered in the tables that follow, refer to your purchase order, or contact your sales representative for warranty information.

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Table 1 BCS Servers - Hardware Product Warranty Offering[1]

Product		Warranty Period	Remote Monitoring and Support[2]	Customer Performed Maintenance Tasks[3] Include	Service Delivery Method Availability[4] and Response Time	Notes and Exceptions
BL60p, BL860c, BL870c, BL860c i2 & i4, BL870c i2 & i4, BL890c i2 & i4		3 years	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
BladeSystem Carrier-Grade c-Class	ProLiant Carrier-Grade c-Class 400 and 600 series server blades	3 years	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
	c-Class Carrier-Grade enclosure	3 years	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
	c-Class interconnects[5]	1 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
cc2300, cc3300, cc3310		1 year	None	All parts Firmware upgrade and pre-upgrade tasks	Parts Only Warranty Service Normal business hours Second business day response	
DL785, DL980		3 years	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade and pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
DS15, DS25		1 year	Remote monitoring and email notification of errors and events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Normal Business Hours Next Business Day	
ES45, ES47, ES80		1 year	Remote monitoring and email notification of	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details.	Onsite Warranty Service Normal Business Hours Next Business Day	

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Table 1 BCS Servers - Hardware Product Warranty Offering *(continued)*

Product	Warranty Period	Remote Monitoring and Support[2]	Customer Performed Maintenance Tasks[3] Include	Service Delivery Method Availability[4] and Response Time	Notes and Exceptions
		errors and events	Firmware upgrade & pre-upgrade tasks		
GS1280	1 year	Remote monitoring and email notification of errors and events	Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Normal Business Hours Next Business Day	
HP Superdome, HP Superdome 2	1 year	Remote monitoring and email notification of errors and events	None	Onsite Warranty Service Same business 4-hour response	
rp2405, rp4410, rp4440, rp5400, rp5405, rp5430, rp5450, rp5470	3 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
rp2400, rp2430, rp2450, rp2470, rp3410, rp3440, rp7400, rp7405, rp7410	1 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
rp7420, rp7440	1 year	Remote monitoring and email notification of errors and events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Normal Business Hours Next Business Day	
rp8400, rp8400 SEU, rp8420, rp8440	1 year	Remote monitoring and email notification of errors and events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Same business 4-hour response	
rx1600, rx1620, rx2600, rx2620	1 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	

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Table 1 BCS Servers - Hardware Product Warranty Offering *(continued)*

Product	Warranty Period	Remote Monitoring and Support[2]	Customer Performed Maintenance Tasks[3] Include	Service Delivery Method Availability[4] and Response Time	Notes and Exceptions
rx2660, rx3600, rx6600, rx2800 i2 & i4	3 years	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts and mandatory on some. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade and pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
rx4640, rx5670	3 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service for service events not remedied either remotely or through CSR[6] Normal business hours Next business day response	
rx7620, rx7640	1 year	Remote monitoring and email notification of errors and events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Normal Business Hours Next Business Day	
rx8620, rx8640	1 year	Remote monitoring and email notification of errors and events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade & pre-upgrade tasks	Onsite Warranty Service Same business 4-hour response	
Trusted Compliance Solution for Energy, Compliance Log Warehouse	1 year	Remote monitoring & email notification of errors & events	CSR[6]: Available on some parts. Go to www.hp.com/go/csrparts for component CSR details. Firmware upgrade and pre-upgrade tasks	Onsite Warranty Service Same business 4-hours	

[1] Warranty details in this table reflect base hardware warranty offerings. Enhancements to base hardware warranty may be included with your HP Hardware Product. HP Care Pack Services may also be purchased to upgrade service levels, to extend and expand your standard hardware product warranty. For details, please consult product specifications at www.hp.com.

[2] To take full advantage of HP's remote monitoring & support solutions and maximize the service delivery experience, these features must be enabled at time of installation.

[3] For a more complete list and details – see "Customer responsibilities" (page 6) and "Customer self repair " (page 7).

[4] For more details – see "On-site warranty service" (page 7) and "Parts only warranty service" (page 7).

[5] Interconnects include Pass-thru modules and switches. HP branded switches have a maximum warranty period of one (1) year regardless of the warranty period for the system in which they are installed. Non-HP options are provided "AS IS". However, non-HP

[6] CSR = Customer Self Repair: Remote telephone support with parts replacement when diagnostic tests confirm part failure. For more details – see "Customer self repair " (page 7).

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It is your responsibility to contact non-HP manufacturers or suppliers for their warranty support.

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Freeware operating systems and applications

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Contacting HP

If your product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can receive support by doing the following:

- Locate your nearest HP support provider via the World Wide Web at: http://www.hp.com/support
- Contact your nearest HP support provider, and be sure to have the following information available before you call:
  - Product serial number, model name, and model number
  - Applicable error messages

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- Add-on options
- Operating system
- Third-porty hordwore or softwore
- Detoiled questions

Australia Warranty Policy

HEWLETT-PACKARD AUSTRALIA WARRANTY POLICY: YOUR CONSUMER RIGHTS

When you buy o good from HP os o consumer, the good comes with guorontees thot connot be excluded under the Austrolion Consumer Low. You ore entitled to o replocement or refund for o mojor foilure ond for compensotion for ony other reosonobly foreseeoble loss or domoge. You ore olso entitled to hove the goods repoired or reploced if the goods foil to be of occeptoble quolity ond the foilure does not omount to o mojor foilure.

The relevont guorontees ore os follows:

- **Quality**—goods supplied by HP must be of occeptoble quolity. The test for occeptoble quolity is whether o reosonoble consumer, fully owore of the stote ond condition of the goods, would find them:
  - sofe, duroble ond free from defects;
  - occeptoble in oppeoronce ond finish; ond
  - fit for oll the purposes for which goods of thot kind ore commonly supplied.

  This must toke into occount the noture ond price of the goods, ond ony stotements on pockoging or lobelling.
- **Disclosed Purpose**—goods or services supplied by HP thot HP represents ore reosonobly fit for o purpose expressly disclosed by a consumer must be reosonobly fit for thot purpose.
- **Description**—goods supplied by HP must motch the description provided by HP.
- **Sample**—goods supplied by HP must motch ony somple shown to you by HP.
- **Title**—o consumer who purchoses o good from HP must receive cleor title to the good.
- **Due care and skill**—services provided to you by HP must be provided with due core ond skill.
- **Express warranties**—HP will be legolly required to comply with the express worronty thot is set out in its terms ond conditions.
- **Reasonable time**—repoir services provided by HP must be provided within o reosonoble time.

If you think thot you ore entitled to ony of the obove remedies, pleose contoct HP:

Hewlett-Pockord Austrolio Pty Ltd
353 Burwood Highwoy
Forest Hill Vic 3131

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Support for all HP Products except those listed separately below	13 10 47 If dialling internationally: +61 2 8278 1039
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HP Pavilion Desktop PC Support & Spare Parts	1300 721 147 If dialling internationally: +61 3 8833 5000
Compaq Presario PC Support & Spare Parts	1300 888 423 If dialling internationally: +61 3 8833 5000
HP MediaSmart Server & HP StorageWorks DataVault	1 800 83 9667
HP Calculators	1 300 551 664
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